



THE STATE  
of **ALASKA**  
GOVERNOR SEAN PARNELL

Department of  
Health and Social Services

DIVISION OF HEALTH CARE SERVICES  
Quality Assurance Unit

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June 20, 2014

Dear Provider,

The Division of Health Care Services (Division) is proud to announce an exciting new program, the Alaska Medicaid Coordinated Care Initiative (AMCCI). The Division is sending this notification to make you aware of the AMCCI and would appreciate your input and feedback.

The new voluntary program will provide one-on-one case management services including care coordination, scheduling appointments, addressing barriers, and referrals to specialists and social service supports. With this new program, the Division hopes to help patients with complex medical—and often social—issues. Case managers will assist members to coordinate their care in collaboration with their medical providers. If you know a patient who may benefit from this program, please complete the Member Referral form at the AMCCI webpage link shown below.

The AMCCI will focus on assisting Alaska Medicaid members who use medical services more frequently than other members. Some members may seek care at the ER due to the lack of reliable transportation, because they work during their provider's regular office hours, or they may have taken their medication incorrectly. Some patients may go the emergency room because they do not have access to a primary care provider. Certain patients have difficulty understanding how important it is to follow their provider's instruction or the complexities of their healthcare needs. The Division hopes to gain a better understanding of the challenges and barriers faced by these members and the health care professionals who serve them.

The primary objective of the AMCCI is to promote quality, cost effective health outcomes by ensuring that coordinated medical services are provided in the most appropriate setting to Alaska Medicaid members. Other goals include focusing on prevention and enhanced integration of primary medical care and behavioral health services.

The AMCCI has developed a website containing valuable information including a program overview, a member referral form, copy of initial member letter, frequently asked questions, and more. Please continue to monitor this website for updates. For more information, please contact our Quality Assurance Team at 907-334-2400 or go to our new webpage at: <http://dhss.alaska.gov/dhcs/Pages/amcci/default.aspx>

Sincerely,

A handwritten signature in blue ink that reads "Debra Taylor".

Debra Taylor JD, BSN, RN  
DHCS Quality Assurance Manager  
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